EXHIBIT 2
DATE 1/31/13
HB 2

OFFICE OF THE GOVERNOR
STATE OF MONTANA

ALICIA PICHETTE
EXECUTIVE DIRECTOR
MENTAL DISABILITIES
BOARD OF VISITORS

P.O. BOX 200804
HELENA, MT 59620-0804

EMAIL:
apichette@mt.gov

TELEPHONE: 406-444-5278
CELL: 406-437-1126

I have some concerns about my mental health...

Who do I call?

Someone in my family needs help...

How can I find out more about Montana's mental health services?

What's the first step?

We're here to help you.

MONTANA
mental health
OMBUDSMAN

Contact us:

Montana Mental Health Ombudsman
Office of the Governor
PO Box 200804
Helena MT 59620-0804

Helena: 444-9669
Toll-Free: 888-444-9669

E-mail: govmhombudsman@mt.gov

Web: www.mhombudsman.mt.gov

We're here to help you.

MONTANA
mental health
OMBUDSMAN

Our mission

The Mental Health Ombudsman represents the interests of individuals with regard to the need for public mental health services.

We can answer your questions about mental health services:

- Services available in the public mental health system
- Resources available for individuals transitioning between services

The Mental Health Ombudsman can assist you by:

- Providing information
- Discussing possible ways to help you resolve a problem
- Contacting individuals or agencies on your behalf
- Connecting you with an agency or organization which can help you

Who can contact the Ombudsman?

- Any individual with mental illness, a family member or friend—anyone seeking assistance or information

(406) 444-4540
www.dphhs.mt.gov/mentalhealth/children

Long Term Care Ombudsman
(nursing homes and assisted living issues)
1-800-551-3191
www.dphhs.mt.gov/sltc/services/aging/ltcombudsman.shtml

State Health Insurance Program (SHIP)
(Medicare beneficiaries)
444-7870 or 444-0998
www.dphhs.mt.gov/sltc/services/aging/ship.shtml

RESOURCES

Montana Statewide Suicide Hotline
1-800-273-TALK (8255)

Montana Warm Line
1- 877-688-3377
Non-crisis phone line staffed by primary consumers

Medicaid Recipient Hotline
1-800-362-8312

Aging Hotline/Citizen's Advocate
1-800-332-2272

Advocacy Associations

Montana Mental Health Association
1-877-927-6642
www.montanamentalhealth.com

NAMI of Montana
(National Alliance on Mental Illness)
(406) 443-7871
www.namimt.org

State of Montana Resources

Mental Disabilities Board of Visitors
1-800-332-2272 (Citizen's Advocate)

Addictive and Mental Disorders Division
Mental Health Services Bureau
1-888-866-0328
www.dphhs.mt.gov/amdd/

Children's Mental Health Bureau
(406) 444-4540
www.dphhs.mt.gov/mentalhealth/children

Long Term Care Ombudsman
(nursing homes and assisted living issues)
1-800-551-3191
www.dphhs.mt.gov/sltc/services/aging/ltcombudsman.shtml

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The Mission of the Board of Visitors

- To provide independent, consumer-oriented oversight of Montana's public mental health programs and the Montana Developmental Center
- To assure that the treatment of all people receiving services from Montana's public mental health programs and the Montana Developmental Center is humane, consistent with established clinical and other professional standards, and meets the standards set by state law
- To advocate for and protect the rights of people receiving services from Montana's public mental health programs and the Montana Developmental Center
- To advocate for full development of high-quality, evidence-based treatment services within Montana's public mental health system and at the Montana Developmental Center

Find out more at
boardofvisitors.mt.gov

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About the Board of Visitors

The Montana Mental Disabilities Board of Visitors was created in 1975 by the Montana Legislature to provide independent oversight of publicly-funded mental health programs and state-operated developmental disabilities facilities.

The Board of Visitors is attached to the Office of the Governor. The Governor appoints six Board members for two-year terms.

Board members must possess qualifications necessary to carry out the responsibilities of the Board defined in state law.

Montana Mental Disabilities

BOARD OF VISITORS

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HELENA OFFICE
P.O. Box 200804
Helena, MT 59620-0804

Phone: 406.444.3955
Toll free: 800.332.2272
Fax: 406.444.3543
Email: apichette@mt.gov

MONTANA STATE HOSPITAL OFFICE
P.O. Box 177
Warm Springs, MT 59756

Phone: 406.693.7035
Fax: 406.693.7036

boardofvisitors.mt.gov

Montana Mental Disabilities

BOARD OF VISITORS

Ensuring an effective, high-quality Montana mental health system

What does the Board of Visitors do?

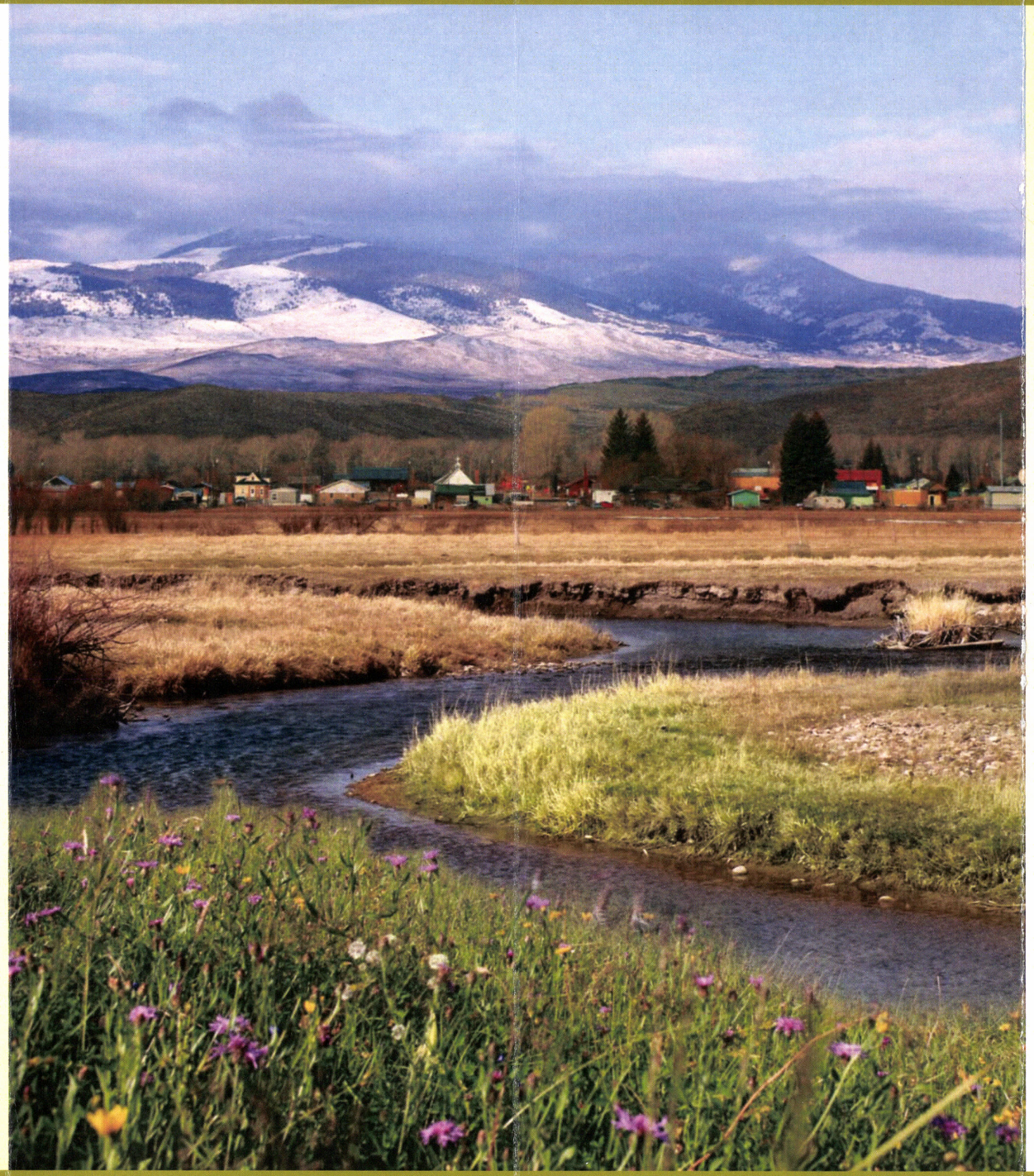
The Montana Mental Disabilities Board of Visitors was created to serve Montana citizens through:

- Reviewing treatment provided by programs in the public mental health system
- Assisting people to resolve complaints about services in the public mental health system
- Assisting people to resolve complaints about services at the Montana Developmental Center
- Reviewing treatment provided by the Montana Developmental Center
- Providing legal and advocacy services to patients at the Montana State Hospital

Review of mental health programs

The Board of Visitors conducts periodic on-site treatment reviews of the following facilities:

- Montana State Hospital
- Montana Mental Health Nursing Care Center
- Mental Health Centers
- Residental Treatment Facilities for children
- Therapeutic youth group homes
- Psychiatric units of community hospitals



Individual assistance

The Board of Visitors provides personalized assistance in resolving concerns or complaints from:

- People receiving services in the public mental health system and their families.
- Residents of the Montana Developmental Center and their families

Montana Developmental Center

The Board of Visitors is available to support residents of the Montana Developmental Center by providing:

- Assistance in resolving grievances
- General advocacy
- Periodic on-site treatment review

Montana State Hospital

The Board of Visitors operates a full-time legal office at the Montana State Hospital to provide:

- Legal representation for patients in the commitment process
- Assistance to patients in resolving grievances
- Assistance to patients with medication issues
- General advocacy and legal assistance